



TRICARE  
MANAGEMENT  
ACTIVITY

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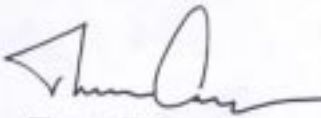
MEMORANDUM FOR SURGEON GENERAL, U.S. ARMY  
SURGEON GENERAL, U.S. NAVY  
SURGEON GENERAL, U.S. AIR FORCE  
DIRECTOR, HEALTH AND SAFETY, U.S. COAST GUARD

SUBJECT: Policy Letter on Access to Military Treatment Facilities by Traveling TRICARE  
Overseas Prime Enrollees

The Department is committed to providing quality, accessible, health care to our active duty personnel and their families wherever they are located. To fulfill this commitment, we have expanded the TRICARE Program to overseas areas over the last few years. The most consistent feedback from overseas Prime enrollees has been the difficulty they have experienced in accessing care in our military treatment facilities (MTFs) while travelling stateside. This is consistent with a General Accounting Office study on overseas health care.

Priority access to our MTFs is based on enrollment status, and Prime enrollees have priority access for care ahead of non-enrolled beneficiaries in all MTFs. Given that TRICARE Prime enrollees overseas do not have Managed Care Support Contractor support and the difficulty and expense involved with contacting their Primary Care Manager (PCM), we allow them to obtain all care while travelling in the United States without pre-authorization. However, care must be sought first from an MTF, hence it is imperative that overseas Prime enrollees are not denied access simply because they are not enrolled to the MTF where they are seeking care. If they are denied access to the MTF, they will obtain the same care from civilian providers at a higher cost to the Military Health System, hence the need to support their needs at the MTF level to the greatest extent possible.

Please disseminate this information to the MTF level and ensure that all personnel involved in patient appointment functions are briefed on its content. My program manager for overseas health care issues is Lieutenant Colonel Patricia A. Gaulty, (703) 681-0064.



Thomas F. Carrato  
Executive Director

cc:  
Lead Agents

**TMA POLICY: 01-002**